

## CLAIMS

What is claimed is:

1. A method of securely assisting with control of a communications unit from a  
5 remote agent, the method comprising:  
receiving an instruction message that corresponds to voiced instructions from  
the communications unit;  
parsing the instruction message to provide an agent message, the agent  
message corresponding to at least a portion of the voiced instructions;  
10 forwarding the agent message to an assistant agent;  
obtaining, responsive to the forwarding, a message having commands  
corresponding to and resulting from converting the at least a portion of the voiced  
instructions;  
assimilating the commands from the message with other information to  
15 provide a control message corresponding to control commands to effect the  
instruction message; and  
sending the control message to the communications unit, thereby securely  
assisting with the control of the communications unit.
- 20 2. The method of claim 1:  
wherein the receiving the instruction message further includes receiving  
specific information sufficient to identify the communications unit; and  
wherein the control message corresponds to control commands that  
correspond to a type of the communications unit.

3. The method of claim 2 wherein the voiced instructions are converted to the control commands that correspond to keypad activations at the communications unit.

5 4. The method of claim 2 further comprising maintaining a database associated with the communications unit, the database including one of a parameter status and a mirrored database associated with the communications unit.

5. The method of claim 4:

10 wherein the control commands, when executed by the communications unit, will effect an action corresponding to the voiced instructions, the action comprising one of ;

dialing a number,

looking up a number in a phone book of the communications unit, the

15 phone book incorporated into the mirrored database associated with the communications unit,

modifying contents of a memory of the communications unit, and

sending a text message.

20 6. The method of claim 4 wherein only a portion of the mirrored database is available to the assistant agent thereby securing the contents of the mirrored database from the assistant agent.

7. The method of claim 6 wherein the mirrored database comprises a phone book associated with the communications unit and the portion comprises only names and corresponding locations within the phone book.
- 5 8. The method of claim 7 wherein when the instruction message requires access to a number in the phone book, the message that is obtained will include one of a location and a name corresponding to the number and the assimilating the commands with the other information comprises retrieving the number.
- 10 9. The method of claim 4 wherein when the instruction message requires access to a number in a phone book included in the mirrored database, the message that is obtained comprises a name and the assimilating the commands with the other information comprises retrieving the number corresponding to the name.
- 15 10. The method of claim 1 wherein the parsing further comprises parsing the instruction message to provide a first agent message and a second agent message each of the first and second agent message being, respectively, no more than a first and a second portion of the voiced instructions.
- 20 11. The method of claim 10 wherein the parsing the instruction message to provide a first agent message and a second agent message is controlled according to parsing information included with the instruction message.

12. The method of claim 1 wherein:
- the parsing the instruction message provides a plurality of agent messages;
  - the forwarding further comprises forwarding the plurality of agent messages to a plurality of assistant agents without any one of the plurality of assistant agents
  - 5 getting all of the plurality of agent messages;
  - the obtaining further comprises obtaining a plurality of messages with one message from each of the plurality of assistant agents; and
  - the assimilating the commands from the message with other information further comprises assimilating commands from each of the messages to provide the
  - 10 control message.

13. A secure server arranged and constructed to assist with control of a communications unit, the server comprising:

a receiver to receive an instruction message that corresponds to voiced instructions from the communications unit;

5 a controller, coupled to the receiver, to parse the instruction message to provide an agent message, the agent message corresponding to at least a portion of the voiced instructions; and

a transmitter, coupled to and controlled by the controller, to forward the agent message to an assistant agent; wherein:

10 the receiver further obtains, responsive to the forwarding, a message having commands corresponding to and resulting from converting the at least a portion of the voiced instructions;

the controller assimilates the commands from the message with other information to provide a control message corresponding to control commands to

15 effect the instruction message; and

the transmitter sends the control message to the communications unit, thereby securely assisting with the control of the communications unit.

14. The secure server of claim 13:

20 wherein the receiver further receives specific information sufficient to identify the communications unit; and

wherein the controller provides the control message corresponding to control commands that correspond to a type of the communications unit.

15. The secure server of claim 14 further comprising a memory coupled to the controller for storing a database associated with the communications unit, the database including one of unit specific information, a parameter status and a mirrored database associated with the communications unit.

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16. The secure server of claim 15 wherein only a portion of the mirrored database stored in the memory is available to the assistant agent thereby securing the contents of the mirrored database from the assistant agent.

10 17. The secure server of claim 16 wherein the mirrored database stored in the memory comprises a phone book associated with the communications unit and the portion comprises only names and corresponding locations within the phone book.

15 18. The secure server of claim 17 wherein when the instruction message requires access to a number in the phone book stored in the memory, the message that is obtained will include one of a location and a name corresponding to the number and the controller assimilates the commands with the other information and further retrieves the number.

20 19. The secure server of claim 15 wherein when the instruction message requires access to a number in a phone book included in the mirrored database, the message that is obtained comprises a name and the controller assimilates the commands with the other information and further retrieves the number corresponding to the name.

20. The secure server of claim 13 wherein the controller to parse the instruction message is further for parsing the instruction message to provide a first agent message and a second agent message each of the first and second agent message being, respectively, no more than a first and a second portion of the voiced instructions.

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21. The secure server of claim 20 wherein the controller for parsing the instruction message to provide a first agent message and a second agent message use parsing information included with the instruction message.

10 22. The secure server of claim 13 wherein:

the controller to parse the instruction message further provides a plurality of agent messages, each indexed to the instruction message;

the transmitter is used to forward the plurality of agent messages to a plurality of assistant agents without any one of the plurality of assistant agents getting all of  
15 the plurality of agent messages;

the receiver is used to obtain a plurality of the messages with each one of the messages from a corresponding one of the plurality of assistant agents; and

the controller assimilates the commands from the plurality of messages to provide the control message.

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23. A system in a secure server for assisting with control of a communications unit, the system comprising:

a controller; and

a software program that when loaded and executing on the controller results in

5 the controller:

parsing an instruction message corresponding to voiced instructions from the communications unit to provide an agent message for an assistant agent, the agent message corresponding to at least a portion of the voiced instructions; and

obtaining, responsive to the agent message, a message having commands  
10 corresponding to and resulting from converting the at least a portion of the voiced instructions; and

assimilating the commands from the message with other information to provide a control message corresponding to control commands to effect the instruction message at the communications unit, thereby securely assisting with the  
15 control of the communications unit.

24. The system of claim 23, further comprising maintaining a database associated with the communications unit, the database including one of unit specific information, a parameter status and a mirrored database associated with the  
20 communications unit.



25. The system of claim 24 wherein the mirrored database comprises a phone book associated with the communications unit and only a portion of the phone book is available to the assistant agent, the portion comprising names and corresponding locations within the phone book.

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26. The system of claim 25 wherein when the instruction message requires access to a number in the phone book stored in the memory, the message that is obtained responsive to the agent message includes one of a location and a name corresponding to the number and the assimilating the commands from the message with the other  
10 information further comprises retrieving the number corresponding to the one of the location and the name.

27. The system of claim 24 wherein when the instruction message requires access to a number in a phone book included in the mirrored database, the message that is  
15 obtained comprises a name and the assimilating the commands with the other information further comprises retrieving the number corresponding to the name.

28. The system of claim 23 wherein the parsing the instruction message is further for parsing the instruction message to provide a first agent message and a second  
20 agent message each of the first agent message and the second agent message being, respectively, no more than a first and a second portion of the voiced instructions.

29. The system of claim 28 wherein the parsing the instruction message to provide a first agent message and a second agent message uses parsing information included with the instruction message.

5 30. The system of claim 23 wherein:

the parsing the instruction message further provides a plurality of agent messages for a plurality of assistant agents without any one of the plurality of assistant agents getting all of the plurality of agent messages, each agent message indexed to the instruction message;

10 the obtaining comprises obtaining a plurality of the messages with each one of the messages from a corresponding one of the plurality of assistant agents; and

the assimilating for comprises assimilating the commands from the plurality of messages to provide the control message.

31. A method of securely providing a control message for a communications unit, the method comprising:

parsing voiced instructions to provide a plurality of agent messages, the agent messages corresponding to at least a portion of the voiced instructions;

5 forwarding the plurality of agent messages to a plurality of assistant agents; each of the assistant agents converting a corresponding one of the plurality of the agent messages to commands; and

assimilating the commands resulting from the converting to provide the control message corresponding to the voiced instructions.

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